



DURBAN INTERNATIONAL COLLEGE PTY. LTD.

CRICOS Provider Number: 02915G

Student Feedback Form

The purpose of this evaluation is to obtain your feedback on the content, delivery and services provided by the RTO. Your response will be treated in strict confidence and will assist us to review and improve current company processes.

Student Name	
Qualification Enrolled	

DIRECTIONS

Along each scale given below, circle the number that matches most closely with your opinion as indicated below:

5	4	3	2	1
Agree strongly	Agree	Not sure	Disagree	Disagree strongly

SECTION 1: RTO POLICY AND PROCEDURES

1. I found that the RTO material received such as Pre-enrolment information, instructions on how to access information, Complaints & Appeals Procedures, RPL, Access and Equity, Fees and Charges.

Clear & easy to read	5	4	3	2	1
Helpful	5	4	3	2	1

2. I found the staff was knowledgeable in the RTO policies and procedures and the implementation of these was fair and reasonable.

Knowledgeable	5	4	3	2	1
Implemented correctly	5	4	3	2	1

SECTION 2: TRAINING PROCESSES

3. I found that the training process was

Clearly described	5	4	3	2	1
Helpful	5	4	3	2	1
Meet expectations	5	4	3	2	1

4. I found the program was well organised.

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DURBAN INTERNATIONAL COLLEGE PTY. LTD.
CRICOS Provider Number: 02591G

Student Feedback Form

5 4 3 2 1

5. I found that there support and guidance available through my studies when needed:

5 4 3 2 1

SECTION 3: TRAINERS & ASSESSORS

6. I found that the Trainers & Assessors were:

Knowledgeable	5	4	3	2	1
Helpful	5	4	3	2	1
Friendly	5	4	3	2	1
Clearly directed	5	4	3	2	1

SECTION 4: TRAINING CONDUCTED

7. I found the course content:

Stimulating	5	4	3	2	1
Informative	5	4	3	2	1
Well Organised	5	4	3	2	1
Met timeframes	5	4	3	2	1
Ample opportunity for discussion	5	4	3	2	1
Prepared me for assessment	5	4	3	2	1

SECTION 5: ASSESSMENTS CONDUCTED

8. The assessments for my course were:

Clear and easy to understand	5	4	3	2	1
Appropriate for the course	5	4	3	2	1
Fair and reasonable	5	4	3	2	1

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		Page Sequence:	Page 2 of 3



DURBAN INTERNATIONAL COLLEGE PTY. LTD.
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Student Feedback Form

SECTION 5: ASSESSMENT TOOLS/TRAINING MATERIAL

9. The training & assessment materials and instruments used through the course were:

Easy to understand	5	4	3	2	1
Well presented	5	4	3	2	1

10. The training material / resources / assessments were appropriate to the training program.

5	4	3	2	1
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SECTION 6: RTO FACILITIES

11. The facilities / services of the RTO:

Were clearly explained on enrolment	5	4	3	2	1
Meet my needs	5	4	3	2	1
Were safe and reliable to use	5	4	3	2	1
Were available at appropriate times	5	4	3	2	1

SECTION 7: FURTHER COMMENTS

If you have additional comments, please use the space below.
